

Emma Nunez

Help Desk Technician Program Support Professional

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Los Angeles, CA, 90006, USA

Skilled IT support professional with expertise in technical assistance, troubleshooting, and account management. Proficient in Microsoft 365, Active Directory, Intune, VPN configuration, and Jira Service Management. Known for excellent communication and precise asset management with a knack for smooth onboarding/offboarding processes. Fluent in English/Spanish with exceptional customer service and problem-solving skills. Seeking a Help Desk Technician II (Hybrid) role.

Work Experience

Retail Sales Representative

Sep 2024 - Jul 2025

JM Wireless

- Built lasting customer relationships through tech support, bilingual assistance, and follow-up care.
- Provide daily technical assistance for smartphones, tablets, and mobile internet devices, including troubleshooting hardware/software and connectivity issues.
- Assist 20+ customers daily with device setup, account creation, and service plan configuration, ensuring accurate and secure user provisioning.
- Kept detailed service records, addressed customer issues, and escalated complex cases through both written and verbal communication via service request
- Train new staff on trouble shooting procedures, computer systems, computer applications, telephone support, device configuration, and inventory tracking.

Operations Coordinator

Jun 2022 - Oct 2022

AppleONE | KIPP SOCAL

- Oversaw daily operations and family-facing services, including inventory, tech support, bilingual communication, and event coordination.
- Developed, maintained, and documented educational resources and technical processes for consistent, accurate training sessions.
- Conducted thorough research to identify program gaps and opportunities for improvement, for informing strategic planning and resource allocation for COVID-19 protocols, schedules, and staff support logistics across departments.
- Managed technology inventory, including laptops and printers, tracked supply usage, and coordinated orders.
- Provided first -level technical support to staff for Microsoft 365, email access, and account permissions.
- Assisted in onboarding/offboarding processes, including account setup and device provisioning per organizational SOPs. Communicating via help desk

Bilingual Spanish Administrative Assistant

Oct 2021 - Jun 2022

Appleone/KIPP SOCAL Schools | Los Angeles

- Managed and ensured accuracy of COVID-19 response data, including contact tracing, testing, and bilingual communication facilitation.
- Coordinated with IT for 20+ hardware replacements and application access issues weekly
- Supported 100+ staff and faculty with Microsoft Office and device troubleshooting.
- Provided customer service Spanish/English support to families navigating school health policies, food assistance, and mental health referrals
- Assisted families/staff in economic distress through compassionate care coordination on various platforms including Parent Square, Instagram, Facebook, and phone support.
- Collaborated with teams to develop effective communication strategies to improve team work productivity

Customer Solution Center Appeals & Grievances Coordinator
Century Technologies Inc. | LA CARE

Nov 2021 - Dec 2021

- Call center & Help Desk support

Logistics Exception Management Department lead
SF Express Corporation

May 2021 - Jul 2021

- Resolved 100+ daily system queries, delivering troubleshooting, software guidance, and hardware support.
- Promptly addressed user inquiries through phone, email, and chat, offering customer-centric tech support.

Field Support Technician
Robert Half Technologies | Los Angeles

Oct 2020 - Nov 2020

- Help Desk support to 80+ voters on a daily basis.
- Assisted polling sites with equipment setup, functional testing, and on-site repairs under election protocols. Acted as the primary technical resource for Center Leads and staff—troubleshooting voting machines

Inventory Team Lead - Safety Committee Chair
Fishpond.co.inc, Worldfront.com | Los Angeles

Aug 2015 - Sep 2020

- Collaborated as user test. troubleshooting tools, ticket management, help desk services

Volunteer Experience

Mission-X Cybersecurity Club - Secretary Officer
Los Angeles Mission College Cybersecurity Student Led School Club

Jan 2022 - Present

- Oversee the coordination of virtual meetings, announcements, and Slack-based & Microsoft 365 communication.
- Develop promotional content using Canva, ms office, incorporating cybersecurity and digital safety resources.
- Provide clerical, diagnosing and troubleshooting hardware, software, and network-related issues and outreach support to ensure inclusive, community-informed programming.
- Supported going (CompTIA) A+ Certification Help Desk training

Core Skills

Help Desk Ticket Management, Active Directory, User Support, management system, computer systems, service level agreements, computer applications, Windows Environment, Customer Relations, telephone support, maintenance tasks, service requests, onsite support, remote desktop, ms office, LAN, written and verbal communication, verbal communication skills, ability to collaborate, interpersonal skills, work ethic, Office 365, Windows 10/11, Asset Management

Education

Los Angeles Mission College - Computer Science Associate Degree (Cybersecurity)
Los Angeles Trade Technical College - Associate of Arts - AA Culinary Arts.

Sep 2022 - Present

Jan 2027 - Jun 2010

Languages

Spanish (*Native*)

Certificates

In-process CompTIA A+ | HDI Help Desk Certification